



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

---

## FOR IMMEDIATE RELEASE

**February 28, 2007**

**Contact:** Kim Stitzinger Jones

**Phone:** 304-558-8986

### **McGraw Settles With H&R Block Franchise Located In Philippi, West Virginia.**

Attorney General Darrell McGraw settled with Multi Services, Inc. d/b/a H&R Block franchise in Philippi, West Virginia. The H&R Block franchise is engaged in the business of preparing income tax returns for West Virginia consumers.

The H&R Block franchise in Philippi purchased advertising inserts in two local newspapers, the Barbour Democrat and the Mountain Statesman. The inserts were mailed to approximately 7,900 West Virginia consumers and falsely advised consumers, "West Virginia law **REQUIRES** that **ALL** residents returns must be filed **ELECTRONICALLY**." Apparently, the franchise misinterpreted a new statute that requires tax preparers filing over 100 returns to file electronically, but it does not require individuals to file electronically. Based on this misrepresentation, McGraw was concerned West Virginia consumers would feel compelled to utilize the services of the H&R Block franchise to prepare and file their income tax returns.

The Assurance requires the H&R Block franchise to refrain from making such misrepresentations in the future, issue a retraction of the misrepresentation to West Virginia consumers and reimburse any consumers who file a meritorious complaint with the Attorney General's office. The retraction will run on February 28 and March 7, 2007 in the same local newspapers in which the inserts originally were placed.

According to Attorney General McGraw, "This Assurance prohibits Multi Services, Inc. from misleading West Virginia consumers regarding the legal requirements of filing an income tax return, particularly during the tax preparation season."

Any persons wishing to file a complaint about a consumer matter or to alert the Attorney General about unfair or deceptive practices may do so by calling the Consumer Protection Hot Line, 1-800-368-8808, or by downloading a complaint form from this site.

To download and print a complaint form, please click on the General Consumer Complaint Form link at the top of this page.

## ## ##